

INS San Jose News

Summer/Fall 2000

San Jose INS to Hold 2nd Problem Solving Day

The INS San Jose office will be holding its 2nd Problem Solving Day on Saturday, August 5th, 2000. On Problem Solving Day, INS Adjudications Officers hope to address all outstanding issues on a particular problem case. For instance, if a customer has not been called for an interview, our officers will conduct the interview. If supporting documents are missing, the INS officers will ask the customers to bring in the documents on Problem Solving Day for review.

Only customers who filed naturalization cases earlier than April 1998 or customers who passed their citizenship interview more than six months ago are eligible to make an appointment for Problem Solving Day. Please call 408-918-3932 to make an appointment. Please note that you may be interviewed during Problem Solving Day. Spaces are limited.

INS Announces New Green Card Renewal Procedures



Since 1989, the Immigration & Naturalization Service (INS) has been issuing Green Cards (Form I-551, Alien Registration Receipt Card) that expire every 10 years. Lawful permanent residents who were issued a Green Card with an expiration date approximately 10 years ago will need to renew it.

To maximize customer service, effective June 20, 2000, Green Card renewal applicants will have the convenience of one-stop, walk-in service at their local INS Application Support Centers (ASCs).

The Application Support Centers will accept *only* the following applications for renewal:

✂ Applications to renew green cards that are not mutilated and have already expired or are expiring within six months.

✂ Applications for customers who are turning 14 and their card is already expired or is expiring within six months.

The INS San Jose Sub Office located at 1887 Monterey Road will no longer accept the above applications to renew green cards. We will still accept applications to replace lost, damaged, or mutilated cards. We will also accept applications to replace green cards for customers turning 14, if their card is *not* yet expired or *is not* expiring within 6 months.

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Expiring Green Cards

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The ASCs in the jurisdiction of the INS San Jose Office are located at:

SAN JOSE ASC (LOCATED BEHIND TACO BELL)
740 STORY ROAD
SAN JOSE, CA 95122
Sun, Mon Closed
Tues-Sat 8am-4pm

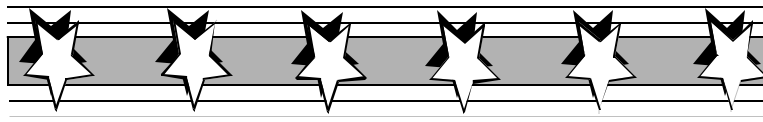
(This office will accept green card renewal applications until 3:00 PM)

INS SALINAS
SANTA RITA PLAZA
1954 N. MAIN STREET
SALINAS, CA 93906
Sun, Mon Closed
Tues - Sat 8:00 a.m. - 4 p.m.

(This office will accept green card renewal applications until 2:00 PM)

Please use the following checklist to ensure that your application is complete:

- ✍✍ A completed Form I-90 (please use revision form 10/98 or later);
- ✍✍ Check or money order for the \$110 application fee;
- ✍✍ Expiring/expired Green Card;
- ✍✍ Photocopies of both the front and back of the card;
- ✍✍ Two color photographs, as specified on the Form I-90 instructions;
- ✍✍ Personal identification (e.g., driver's license, state-issued identification card or passport).
- ✍✍ Renewal applicants whose name has legally changed must bring documentation of the change (e.g., marriage certificate, divorce decree or court order).
- ✍✍ Renewal applicants who received their Green Card before their 14th birthday and are now over 14, must be fingerprinted. You must bring a check or money order for the additional \$25 fingerprinting fee.



Volunteer Opportunity!

Citizenship Ceremonies at the San Jose Civic Auditorium

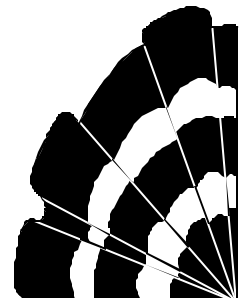
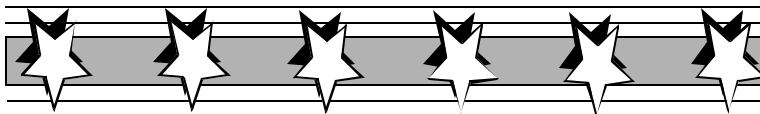
Becoming a U.S. citizen is often one of the most important events in an immigrant's life. The U.S. Immigration & Naturalization Service holds citizenship ceremonies for approximately 3,000 people every month, and we need your help! Please volunteer as an usher at an upcoming ceremony.

*There are two sessions each day:
7:30 am and 12:30 pm.*

August 2, 2000

September 6, 2000

Please e-mail us at insvolunteer@yahoo.com if you would like to volunteer as an usher for an oath ceremony. Please contact us for additional dates if you are interested in volunteering in October or November. (You do not need to volunteer for both ceremonies on ceremony day. Please reserve four hours of volunteer time for each ceremony.)



Customer Service Laboratory

Spotlight on Mobile Outreach



The INS launched a customer service pilot project at the San Jose Office in the Spring of 1999. The pilot project enables us to test new customer- driven ideas without the usual red tape.

We understand that it can be difficult and expensive for our customers to travel to the San Jose INS office, so we come to you several days each month! INS Information Officers pack up forms and information, climb into our new outreach vehicles, and journey to the cities of Gilroy, Hollister, Salinas, and Watsonville to answer your questions and address your concerns.

Community organizations, such as the Santa Cruz County Immigration Project, provide office space for the INS officers and also make appointments for the customers. INS officers in San Jose generally serve customers on a first-come first-serve basis, and customers cannot call to make appointments to speak with Immigration Information Officers. However, our unique partnership with our community organizations allows us to extend this special service to our customers during Mobile Outreach days.

The Immigration Information Officers in our mobile outreach unit will answer your general immigration questions, provide INS forms, and accept inquiries on the status of naturalization applications. In addition, we will accept complete adjustment of status applications. We will also process INS Form I-90 applications to replace Green Cards that have been lost, stolen, or damaged (All customers with green cards that are undamaged *and* have expired or are expiring within six months should go to the nearest ASC to renew their cards.) The officers can only accept checks or money orders for application fees.

INS first began traveling to Watsonville every other month in 1997. Due to the popularity and success of our services in Watsonville, we added Salinas to the Mobile Outreach route in 1999. The INS Customer Service Advisory Board, a group composed of INS staff, congressional staff, and representatives of community organizations, requested that INS include Gilroy and Hollister on the Mobile Outreach route earlier this year.

Gilroy

Catholic Charities
7950 Church Street
Gilroy, California 95020
408-842-4808

Hollister

San Benito County Community Services
& Workforce Development
1131 San Felipe Road
Hollister, California, 95023
831-637-9293

Salinas

Catholic Charities
1705 Second Avenue
Salinas, California 93905
831-422-0602

Watsonville

Santa Cruz County Immigration Project
406 Main Street, Room 217
Watsonville, California 95076
831-724-5667

For current outreach dates, please see <http://www.ins.usdoj.gov/graphics/fieldoffices/sanjose/community.htm>.



SUMMER WORKSHOP SERIES



All events take place in the INS Community Outreach Room at 1887 Monterey Road, San Jose, CA 95112. Workshops are free and open to the public. You do not have to wait in line. Please call 408-918-3986 for reservations.

Bringing Family to the United States

Description: The presenter will explain how to bring a relative to live permanently in the United States and answer questions about the process.

August 10, 2000 1:00 PM
Presented by INS in English

August 31, 2000 1:00 PM
*Presented by Catholic Charities
in Vietnamese*

Naturalization – Citizenship

Description: The presenter will explain the naturalization process and provide participants with the *INS Guide to Naturalization*. The presenter will also answer questions from the audience.

August 29, 2000 1:00 PM
Presented by INS in English

September 7, 2000 1:00 PM
*Presented by Catholic Charities
in Vietnamese*

Public Benefits & Immigration Status

Description: The presenter, a staff member from SIREN, (Services, Immigrant Rights & Education Network) will answer the question, "How will my public benefits affect my immigration status?"

August 16, 2000 1:00 PM
Presented by INS in English

Non-Immigrant Employment Issues

Description: The presenter, a staff member from the INS California Service Center, will discuss the temporary work visas and temporary employment in the United States. This workshop will *not* address how to apply for a Work Permit (Form I-765). The presenter will also answer questions from the audience.

September 14, 2000 1:00 PM
Presented by INS in English

FREQUENTLY ASKED QUESTIONS: VISITING THE SALINAS AND SAN JOSE APPLICATION SUPPORT CENTERS

Q: What services are provided at the Application Support Centers?

A: The ASCs currently provide two services: fingerprinting and green card renewal. The ASC personnel take a full set of fingerprints for people applying for immigration benefits, and they also process applications to renew expiring green cards.

Q: Do I need an appointment?

A: You *do* need an appointment to have your fingerprints taken. INS will send you an appointment letter in the mail. You *do not* need an appointment to renew your green card. The ASC staff will process green card renewal applicants on a first-come first-serve basis.

Q: What type of identification should I have when I go to an ASC?

A: If you are getting fingerprinted for naturalization, you must bring your alien registration card and your original appointment letter (not a copy). If your green card is expiring, you should bring the expiring green card and a second form of ID. Acceptable forms of identification include: passport, green card, national ID, military ID, state-issued photo ID, or other INS-issued photo ID.

Q: Is parking available at the office?

A: Yes. We have plenty of free parking for the public at both ASCs.

Q: What does the ASC do with my fingerprints?

A: The ASCs send fingerprints to the Federal Bureau of Investigations for a criminal background check.

Q: What are the ASC hours?

A: The ASCs are open from 8:00 am to 4:00 pm, Tuesday through Saturday. If you are applying to renew your green card at the ASC located in San Jose, you should arrive no later than 3:00 pm. If you are applying to renew your green card at the ASC located in Salinas, you should arrive no later than 2:00 pm.

Q: Can I pick up forms or ask other immigration questions at the ASC?

A: No. The ASC staff are not employees of the Immigration and Naturalization Service. They are contractors hired by INS to take fingerprints and accept applications to renew green cards. The ASC staff are not authorized to provide any immigration information to the public.

Q: Is food available at the office?

A: No. There is no food available at the office and there are no vending machines. You may not bring any food or beverages into the buildings.

Q: What forms of payment are accepted at the ASCs?

A: Check or Money Order. Please note that no cash will be accepted as payment for services. Your personal check must have a pre-printed address.

Q: Can friends and family accompany me to the ASC?

A: The ASCs have a limited number of seats available. On busy days, accompanying friends and family may be asked to wait outside for you to complete your processing. All minors may be accompanied by a parent or guardian.

